

Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Network Management System

Release Notes

Release 24C

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Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Network Management System Release Notes, Release 24C

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Preface

Welcome to the Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Network Management System Release Notes for release 24C.

The preface includes the following:

- [Audience](#)
- [Documentation and Resources](#)
- [Updates to Documentation](#)
- [Documentation Accessibility](#)
- [Conventions](#)
- [Abbreviations](#)

Audience

This document is intended for anyone implementing the integration between Oracle Utilities Customer Cloud Service and Oracle Utilities Network Management System. It can also be used as a reference for anyone implementing Oracle Utilities Customer to Meter Integration to Oracle Utilities Network Management System, or Oracle Utilities Customer Care and Billing and Oracle Utilities Meter Data Management (separate instance) Integration to Oracle Utilities Network Management System.

Important! For Oracle Utilities Customer Care and Billing and Oracle Utilities Meter Data Management (separate instance) implementations, this document assumes that the direct integration has been configured.

Documentation and Resources

For more information regarding this integration, foundation technology and the edge applications, refer to the following documents:

Product Documentation

Topic	Description
Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Network Management System documentation	https://docs.oracle.com/en/industries/utilities/integrations-index.html
Oracle Utilities Customer Cloud Service documentation	https://docs.oracle.com/en/industries/energy-water/advanced-meter/
Oracle Utilities Customer Cloud Service documentation	https://docs.oracle.com/en/industries/utilities/customer-cloud-service/
Oracle Utilities Network Management System documentation	https://docs.oracle.com/en/industries/energy-water/network-management-system/index.html

Additional Documentation

Resource	Location
Oracle Integration Cloud Service documentation	Refer to the OIC documentation at: https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html
Oracle Support	Visit My Oracle Support at https://support.oracle.com regularly to stay informed about updates and patches. Access the support site for the Edge Application Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1) or refer to the Oracle Utilities Integrations page at http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm

Resource	Location
Oracle Technology Network (OTN) Latest versions of documents	http://www.oracle.com/technetwork/index.html
Oracle University for training opportunities	http://education.oracle.com/

Updates to Documentation

The complete Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Network Management System documentation set is available from Oracle Help Center at <https://docs.oracle.com/en/industries/energy-water/index.html>.

Visit [My Oracle Support](#) for additional and updated information about the product.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers have access to electronic support for the hearing impaired. Visit: <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs>

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Abbreviations

The following terms and acronyms are used throughout this guide.

Term	Expanded Form
OUC2M/C2M	Oracle Utilities Customer to Meter
OUCCS/CCS	Oracle Utilities Customer Cloud Service
OUNMS/NMS	Oracle Utilities Network Management System
OIC	Oracle Integration Cloud

Release Notes

This release notes focuses on the configurations required for the integration to work. Each section includes a brief description of the feature, the steps to enable or start using the feature, and any tips or considerations to consider.

The following topics are included:

- [Integration Overview](#)
- [Supported Source Applications](#)
- [About Oracle Utilities Customer Cloud Service \(CCS\)](#)
- [About Oracle Utilities Network Management System \(NMS\)](#)
- [About Oracle Integration Cloud \(OIC\)](#)
- [Features Summary](#)
- [Known Issues](#)

Integration Overview

Oracle Utilities Customer Cloud Service integration to Oracle Utilities Network Management System helps to manage outage business process between customer information and outage management systems.

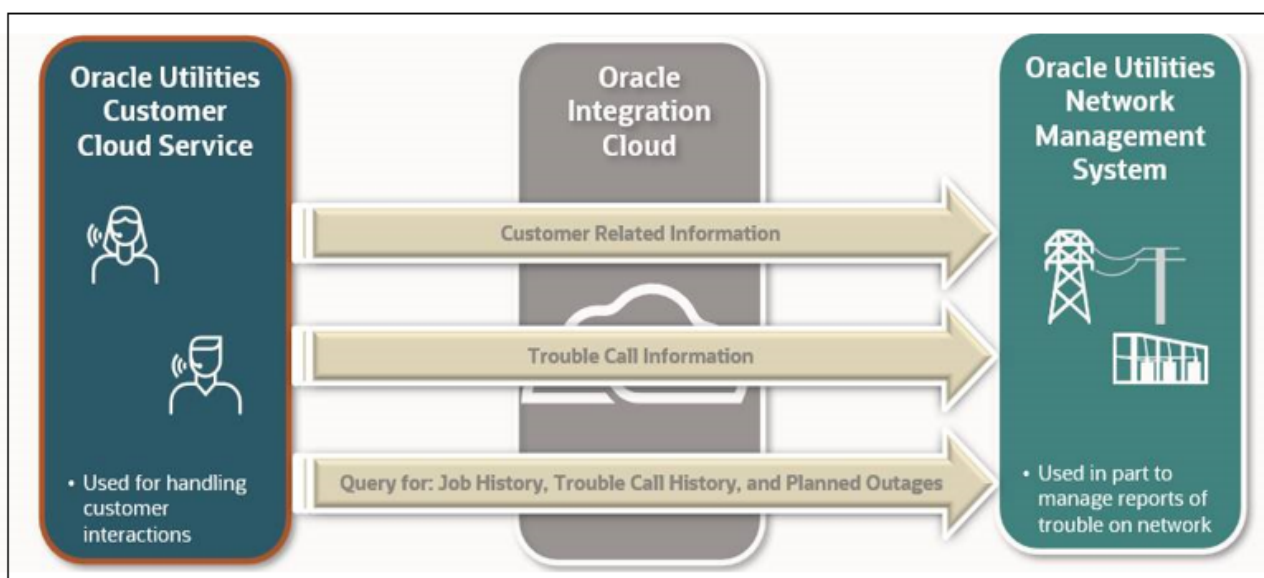
This pre-built integration between the leading applications makes sure the seamless automated flow of outage information. It also makes relevant outage information visible from a single application. Key business processes automated by this integration include synchronization of customer data and trouble calls from Oracle Utilities Customer Cloud Service to Oracle Utilities Network Management System. It also supports the ability to query job history, trouble call history, and planned outages from Oracle Utilities Customer Cloud Service.

For more information about the product functionality, refer to the *Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Network Management System Configuration Guide* included in this release.

The integration supports the following flows:

- Synchronize data
- Send trouble calls to Oracle Utilities Network Management System with a customer or device.
- Query trouble calls
- Query job history
- Query planned outages

The following diagram shows the business processes that are supported in this integration product:



The integration uses Oracle Integration Cloud (an Oracle Integration Cloud middleware product) to coordinate the data flow and data mapping. Oracle Integration Cloud provides a comprehensive solution to create, deploy, and manage cross-application business processes with both automated and manual workflow steps.

This is a bi-directional integration. Data is sent from Oracle Utilities Customer Cloud Service to Oracle Utilities Network Management System and vice versa to support trouble/fuzzy calls, job/call history, and customer information synchronization.

Supported Source Applications

The following table lists the supported application versions in this integration:

Application	Version
Oracle Utilities Customer Cloud Service	23A and higher
Oracle Utilities Customer to Meter	2.9.0.1.1
Oracle Utilities Network Management System	2.6.0.2 and higher
Oracle Integration Cloud	24.10.4.0.0 and higher

Refer to the [Certification Matrix for Oracle Utilities Products \(Doc ID 1454143.1\)](#) on [My Oracle Support](#) to determine if support for newer versions of the listed products is included.

About Oracle Utilities Customer Cloud Service (CCS)

Oracle Utilities Customer Cloud Service is a central repository for customer information (such as name, address, and phone number) that manages all aspects of the utility customer lifecycle, including service connections, trouble calls, and outages.

About Oracle Utilities Network Management System (NMS)

Oracle Utilities Network Management System processes trouble calls from customers and analyzes them to determine probable outage locations. It can generate estimated restoration times (ERTs) that can then be provided back to customers.

Oracle Utilities Network Management System also keeps a history of all of the customer calls that were entered in the system, as well as a history of all events that were known to affect a customer even if the customer did not call in. In addition to responding to unplanned outages and non-outage problems, Oracle Utilities Network Management System can help a utility plan maintenance work or new construction that may impact existing customers. When the detailed switching plans are generated in Oracle Utilities Network Management System, information can be provided to customers about planned outages that will impact them.

About Oracle Integration Cloud (OIC)

Oracle Integration Cloud is a unified platform to integrate the applications, automate processes, and create applications.

Using Process Builder, the business processes can be rapidly designed, automated, and managed in the cloud. Using integrations connect the applications into a continuous business flow. The applications that are on cloud and on-premises can be integrated using Oracle Integration Cloud. The lookups help to match application specific codes between the two applications.

Integration Insights and Stream Analytics helps to simplify and extract business metrics and create custom dashboards.

Features Summary

This integration release includes the following new features:

- [Customer Data Sync](#)
- [Trouble Calls](#)
- [Query Trouble Calls](#)
- [Query Job History](#)
- [Query Planned Outages](#)

Customer Data Sync

Customer data is synchronized between Oracle Utilities Customer Cloud Service and Oracle Utilities Network Management System. To view customer information in the Oracle Utilities Network Management System application, only current information is required to associate customers with service location and supply nodes in the network data model.

Trouble Calls

Trouble calls created/updated in Oracle Utilities Customer Cloud Service can be captured and sent to Oracle Utilities Network Management System. The integration handles both trouble calls created for a particular customer with known service point, as well as “fuzzy” calls which are not initially associated with a customer or device.

Query Trouble Calls

The results for query trouble calls that were placed by a particular customer or caller in Oracle Utilities Network Management System can be displayed in Oracle Utilities Customer Cloud Service.

Query Job History

You can query the current/recent Oracle Utilities Network Management System jobs that impact a particular customer and display the results in Oracle Utilities Customer Cloud Service.

Query Planned Outages

You can query the planned outage jobs in Oracle Utilities Network Management System impacting a particular customer and display the results in Oracle Utilities Customer Cloud Service.

Known Issues

There are no known issues at the time of this integration release.